



City of Palmdale

Water Account Payment Policy

(Updated 2024)

- Water Billing:** Water bills are generated and due on or around the 1st of every month. To ensure uninterrupted water service, customers are advised to pay their bills on time.
- Billing:** Water bills will be generated after all accounts are audited. Bills will be mailed 15-20 days prior to the due date of the bill.
- Due Date:** Payments are due in full by the 1st of the following month. When the 1st day of the month falls on a weekend or a holiday, the customer must pay on either the next business day.
- Penalties:** An additional charge of 10% of the amount due will be added on all accounts not paid by the 1st.
- Disconnection:** Accounts with water usage or bill amount in excess of \$1000.00 on the 1st are considered "delinquent" and water service on the first day of the delinquency will be discontinued. Accounts with bills in excess of \$1000.00 on the 1st will have water service discontinued beginning at 10:00 AM on the 1st. When the 1st day of the month falls on a weekend or holiday, the action will take place on the next business day. Accounts placed on the "1st" will have service discontinued (10:00 AM).
- Reconnection/Transfer of Service:** The water service may only be reconnected/transfered if:
 - The account is paid in full.
 - The additional service charge of 10% has been paid in full and
 - The meter is on the current deposit rate and paid in full.

Payment in full must be received by 10:00 AM on the next business day after reconnection/transfered the water service day. If payment is received after 10:00 AM, water service will return the following business day. No water service will be reconnected/transfered after hours or on weekends.

WARNING

There may be other water service fees listed on all bills such as Sewer & Storm, or septic. If the